



A Legacy of Unity, Strength, and Workplace Standards at Neighborcare

We formed our union at Neighborcare in 2018 after a pattern of top-down decision-making by our former CEO that had no consideration for worker input. Those decisions led to negative consequences for us and our patients. We organized to voice our experiences as frontline workers, to ensure that our coworkers, patients, and community get the equitable treatment we all deserve, consistent with our mission.

We formed our union because we wanted transparency around how financial, staffing and policy decisions were happening. We wanted to center racial justice, equity, and inclusion in all of our policies and practices, and we intentionally formed the most inclusive union possible because we are truly stronger together. We are proud that our union includes PSRs, MAs, DA/DHs, RNs, Providers, Pharm Techs, Billers, Coders, and other job classes.

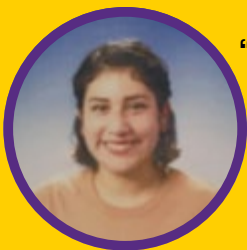
Investing in our strength as a union is the only way to continue to take on healthcare administrators who make unilateral decisions, to keep standards high, and to ensure we're a union where every member belongs and thrives.

▶▶ Our story of union strength

Before we had a union, management at Neighborcare could do whatever they wanted, and we had no protection or say in our working conditions. Now, we have a contract that we voted to ratify. With our contract, we can ensure policies are being implemented fairly, guaranteeing a process when that contract is not followed.

We won our first contract in May 2020, and with that contract, we won many essential protections and rights – bilingual, float, weekend, and precepting premiums; a labor/management committee to give a voice for all to share their ideas and be heard; and plan and a process to hold management accountable when we are treated unfairly at work.

Our first bargaining campaign was cut short due to COVID, so we agreed to a one-year contract and ratified our second contract in May of 2022. Our second contract includes credit for past experience – an improved standard for how staff are compensated for their full work history, fair compensation, and equitable placement on a wage scale for all.



“Having a union provided me job security, a voice and hope for greater change. It has given me confidence in being in the work atmosphere and confidence in myself. As a PSR I had the opportunity to fight for training and preceptor pay which is something we did not have. It has also given me a voice in my work, politics and also a voice for myself.” Bianca Fuentes, PSR, Pacific Tower



▶▶ The union difference at our clinics

Joint Labor Management Committee

- ✓ Improved respect for frontline workers and access to high-level decision makers in the organization.
- ✓ A monthly Joint Labor Management Committee that is a bridge between frontline workers and management. It is the primary way that our union and management come together outside of the bargaining process to work on issues impacting us at the clinic and organizational level. The committee centers racial justice, equity and inclusion practices, while working to assist with staffing issues and provide communication and information on organizational changes and initiatives to bargaining unit members.



“I am excited to serve as the union co-chair of our Joint Labor Management Committee. The ongoing purpose of the committee is to serve as a platform to lift up and amplify workers’ concerns when they occur, so management and the union can work together towards creative and equitable solutions. Please feel empowered to reach out to me or any of your delegates with any workplace issues or concerns you might have. We’re all stronger when we work together.” **Hayley Nicholas, RN, HHOT**

Credit for past experience

- ✓ During our last round of contract negotiations, our bargaining team centered racial justice, equity and inclusion throughout all of our conversations and decisions. Previously, employees were only credited for their direct work experience when they were hired at Neighborcare. This meant that other important work and life history were potentially not accounted for. During bargaining, the team worked hard to honor the diversity of experience that staff bring to Neighborcare by creating new standards for how staff are compensated for their full work history.
- ✓ The credit for past experience review process for incumbent employees began in the spring of 2023 and concluded in November 2023. A total of **352 employees** saw an increase to their step placement as a result of this review with an **11% average wage increase**. These were not only life-changing raises for many people, but allow us to assure our coworkers that our placement on the wage scale uplifts our values of equity and fairness.



“I continue to be humbled by the work our union is doing to create a more equitable workplace at Neighborcare. As a result, the recent credit for past experience review that HR performed was my first pay raise that has made a significant impact on my salary in my career as a Registered Dietician. While I feel grateful to work alongside the amazing teams throughout NCH daily, I now feel that gratitude reflected in my paycheck.” **Mary Arnold, Dietitian and Diabetes Educator, CC**

